

LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. **(Currently Amended)** A method ~~for communicating~~ comprising:
controlling a user interface presented by a web browser₁ comprising[[:]]
establishing a persistent connection between the web browser and a web
server, wherein
the persistent connection is maintained for a period of time;
causing the web browser to provide a wait request to the web server via
the persistent connection, wherein,
the causing results in the web browser ~~waits for being ready to~~
accept an asynchronous message ~~and is capable of~~
~~concurrently performing other tasks;~~ from the web
server,
the asynchronous message is asynchronously pushed from the
web server,
the providing the wait request allows the web browser to
perform a task other than awaiting receipt of the
asynchronous message, at least during the period of
time,
the wait request specifies a target process of a plurality of
processes,
the processes are configured to generate asynchronous messages,
the wait request is associated with the web browser, and
the wait request ~~enables the web server to facilitates~~ pushing the
asynchronous message from the web server to the web
browser via the persistent connection;
~~causing the web server to push the asynchronous message to the web~~
~~browser in response to an incoming event, wherein the web~~
~~browser presents a user interface change in response to the~~

asynchronous message;

identifying a source of the asynchronous message, wherein

the source of the asynchronous message is the target process;

[[and]]

associating the wait request with the source, wherein

the associating identifies the web browser as a recipient of the

asynchronous message; **and**

in response to the web server receiving an incoming event,

**asynchronously pushing the asynchronous message from the
web server to the web browser via the persistent connection,
wherein**

the asynchronous message corresponds to the incoming event,

and

**the asynchronous message causes the web browser to present a
user interface change, in response to the web browser
receiving the asynchronous message.**

2. (Cancelled)
3. (Cancelled)
- 4-5. (Cancelled)
6. (Previously Presented) The method of claim 1 further comprising:
generating the asynchronous message, the asynchronous message identifying the
wait request, wherein the identifying identifies the web browser as a
recipient of the asynchronous message; and
providing the asynchronous message to the web server.
7. (Original) The method of claim 6 wherein causing the web browser to provide the
wait request comprises:
downloading requesting instructions to the web browser, wherein
the downloading causes the web browser to execute the requesting
instructions.

8. (Original) The method of claim 6 further comprising:
storing a reference to a callback function with information from the wait request;
and
using the reference to call the callback function when the asynchronous message
is provided to the web server, wherein the callback function pushes the
asynchronous message.
9. (Original) The method of claim 8 further comprising:
providing the callback function with context information, the context
information identifying the web browser.
10. (Original) The method of claim 6 further comprising:
assigning the wait request to a connection between the web server and a business
process server; and
listening to the connection for the asynchronous message.
11. (Original) The method of claim 6 further comprising:
assigning the wait request to a session between the web server and a business
process server, the session being associated with a connection; and
listening to the connection for the asynchronous message for the session.
12. (Original) The method of claim 1 wherein causing the web server to push the
asynchronous message comprises:
calling a callback function associated with the web browser when the
asynchronous message is received, wherein the callback function pushes
the asynchronous message.
13. (Original) The method of claim 12 further comprising:
storing a reference to the callback function; and
using the reference for calling the callback function.
14. (Original) The method of claim 13 further comprising:
storing a second reference to context information, the context information
identifying the web browser; and
using the second reference for providing the context information to the callback

function.

15. (Previously Presented) The method of claim 1 wherein the change in the user interface comprises at least one of a group consisting of the following:
- causing a first user interface object to move to visually capture a user's attention;
 - causing a second user interface object to issue a sound to capture the user's attention;
 - presenting a screen pop of data; and
 - bringing a web browser window to the front of a screen.
16. (Currently Amended) A method ~~for communicating~~ comprising:
- ~~causing a web server to push an asynchronous message to a web browser in response to an incoming event, wherein~~
 - ~~the web browser is not blocked from receiving information from the web server while the web browser waits for the asynchronous message;~~
 - ~~the incoming event comprises a request to establish communication with a user;~~
 - ~~the web browser performs an action in response to the asynchronous message; and~~
 - ~~the incoming event is received by a communication server;~~
 - establishing a persistent connection between a web browser and a web server, wherein
 - the persistent connection is maintained for a period of time;
- causing the web browser to provide a wait request to the web server via the persistent connection, wherein[.],
- the causing results in the web browser being ready to accept an asynchronous message from the web server,
 - the asynchronous message is asynchronously pushed from the web server,
 - the providing the wait request allows the web browser to perform a

task other than awaiting receipt of the asynchronous message,
at least during the period of time,

the wait request is associated with the web browser, and
the wait request ~~enables the web server to~~ facilitates pushing the
asynchronous message ~~from the web server~~ to the web browser
via the persistent connection;

identifying a source of the asynchronous message; [[and]]

associating the wait request with the source, wherein the associating identifies the

web browser as a recipient of the asynchronous message; and

in response to the web server receiving an incoming event, asynchronously
pushing the asynchronous message from the web server to the web
browser via the persistent connection, wherein
the asynchronous message corresponds to the incoming event,
the asynchronous message causes the web browser to present a user
interface change, in response to the web browser receiving the
asynchronous message,
the incoming event comprises a request to establish communication
with a user,
the web browser performs an action in response to the asynchronous
message, and
the incoming event is received by a communication server.

17. (Previously Presented) The method of claim 16 wherein
the asynchronous message includes an action instruction to cause the web browser
to perform the action; and
the wait request further specifies a target process of a plurality of processes,
wherein the processes are configured to generate asynchronous messages.
18. (Original) The method of claim 16 wherein the performing the action comprises
performing at least one of a group consisting of the following:
causing a first user interface object to move to visually capture a user's attention;
causing a second user interface object to issue a sound to capture the user's
attention;

presenting a screen pop of data; and
bringing a web browser window to front of screen.

19. (Currently Amended) A method ~~for communicating~~ comprising:
establishing a first connection between a web browser and a web server, wherein
the first connection is maintained for a period of time;
establishing a second connection between the web server and a business process
server;
controlling a user interface presented by the web browser ~~comprising:~~ by
registering the web browser with the business process server;
~~providing the web server with the asynchronous message to push to~~
~~the web browser, the providing being performed by the~~
~~business process server and the providing being performed in~~
~~response to an incoming event, wherein~~
~~the web browser waits for the asynchronous message, and~~
~~the incoming event comprises a request to establish~~
~~communication with a user; and~~
~~causing the web server to push the asynchronous message to the web~~
~~browser, wherein the web browser performs a user interface~~
~~change in response to the asynchronous message;~~
causing the web browser to provide a wait request to the web server via the first
connection, wherein,
the causing results in the web browser being ready to accept an
asynchronous message from the web server,
the asynchronous message is asynchronously pushed from the web
server,
the providing the wait request allows the web browser to perform a
task other than awaiting receipt of the asynchronous message,
at least during the period of time,
the wait request specifies a target process of a plurality of processes,
the processes are configured to generate asynchronous messages,
the wait request is associated with the web browser, and
the wait request ~~enables the web server to~~ facilitates pushing the

asynchronous message from the web server to the web browser
via the first connection;
 identifying a source of the asynchronous message, wherein
 the source of the asynchronous message is the target process; and
 associating the wait request with the source, wherein the associating identifies the
 web browser as a recipient of the asynchronous message;
providing the web server with the asynchronous message, wherein
 the providing is performed by the business process server,
 the providing is performed in response to an incoming event,
 the asynchronous message corresponds to the incoming event, and
 the incoming event comprises a request to establish communication
 with a user; and
asynchronously pushing the asynchronous message from the web server to
the web browser via the first connection, wherein
the asynchronous message causes the web browser to present a user
interface change, in response to the web browser receiving the
asynchronous message.

20. (Currently Amended) A method ~~for communicating~~ comprising:
 controlling a user interface presented by a web browser, comprising[[:]]
 establishing a persistent connection between the web browser and a
 web server, wherein
 the persistent connection is maintained for a period of time;
 registering the web browser as available to receive an asynchronous
 message, ~~wherein~~
 ~~the web browser waits for the asynchronous message and is~~
 ~~capable of concurrently performing other tasks, and~~
 ~~the web browser is not blocked waiting for the asynchronous~~
 ~~message;~~
 causing a web server to push the asynchronous message to the web
 browser in response to an incoming event, wherein
 the incoming event comprises a request to establish
 communication with a user;

~~the web browser presents a user interface change in response~~
~~to the asynchronous message, and~~
~~the incoming event is received by a communication server;~~
 causing the web browser to provide a wait request to the web server via
the persistent connection, wherein,
the causing results in the web browser being ready to accept an
asynchronous message from the web server,
the asynchronous message is asynchronously pushed from the
web server,
the providing the wait request allows the web browser to
perform a task other than awaiting receipt of the
asynchronous message, at least during the period of
time,
 the wait request specifies a target process of a plurality of
 processes,
 the processes are configured to generate asynchronous messages,
 the wait request is associated with the web browser, and
 the wait request ~~enables the web server to~~ facilitates pushing the
 asynchronous message from the web server to the web
 browser via the persistent connection;
 identifying a source of the asynchronous message, wherein
 the source of the asynchronous message is the target process;
 [[and]]
 associating the wait request with the source, wherein the associating
 identifies the web browser as a recipient of the asynchronous
 message;
in response to the web server receiving an incoming event,
asynchronously pushing the asynchronous message from the
web server to the web browser via the persistent connection,
wherein
the incoming event comprises a request to establish
communication with a user,
the incoming event is received by a communication server,

the asynchronous message corresponds to the incoming event,
and
the asynchronous message causes the web browser to present a
user interface change, in response to the web browser
receiving the asynchronous message.

21. (Currently Amended) A method ~~for communicating~~ comprising:
controlling a user interface presented by a web browser, comprising[{:}]
establishing a persistent connection between the web browser and a
web server, wherein
the persistent connection is maintained for a period of time;
causing the web browser to provide a wait request to the web server via
the persistent connection, wherein[{:}]
the causing results in the web browser being ready to accept an
asynchronous message from the web server,
the asynchronous message is asynchronously pushed from the
web server,
the providing the wait request allows the web browser to
perform a task other than awaiting receipt of the
asynchronous message, at least during the period of
time,
the wait request specifies a target process of a plurality of
processes,
the processes are configured to generate asynchronous messages,
the wait request is associated with the web browser, and
the wait request ~~enables the web server to~~ facilitates pushing the
asynchronous message from the web server to the web
browser via the persistent connection;
identifying a source of the asynchronous message, wherein
the source of the asynchronous message is the target process; and

associating the wait request with the source, wherein the associating identifies the web browser as a recipient of the asynchronous message;

in response to the web server receiving an incoming event,

asynchronously pushing the asynchronous message **from the web server** to the web browser **in response to an incoming event via the persistent connection, wherein**
the asynchronous message corresponds to the incoming event,
and

the asynchronous message causes the web browser to present a user interface change, in response to the web browser receiving the asynchronous message,

~~the web browser waits for the asynchronous message and is capable of concurrently performing other tasks;~~

the incoming event comprises a request to establish communication with a user;

~~the browser presents a user interface change in response to the asynchronous message, and~~

the incoming event is received by a communication server.

22. (Currently Amended) A method ~~for communicating~~ comprising:

controlling a user interface presented by a web browser, comprising[[:]]

establishing a persistent connection between the web browser and a web server, wherein

the persistent connection is maintained for a period of time;

causing the web browser to provide a wait request to [[a]] **the** web server **via the persistent connection,** wherein,

the causing results in the web browser being ready to accept an asynchronous message from the web server,

the asynchronous message is asynchronously pushed from the web server,

the providing the wait request allows the web browser to perform a task other than awaiting receipt of the

asynchronous message, at least during the period of time,

the wait request specifies a target process of a plurality of processes,

the processes are configured to generate asynchronous messages,

the wait request is associated with the web browser, and

the wait request ~~enables the web server to~~ facilitates pushing the asynchronous message from the web server to the web browser via the persistent connection;

identifying a source of the asynchronous message, wherein

the source of the asynchronous message is the target process;

[[and]]

generating the asynchronous message, the asynchronous message

identifying the web browser as a recipient of the asynchronous message, the generating being performed by the target;

providing the asynchronous message to the web server; and

~~causing the web server to push~~ in response to the web server receiving an incoming event, asynchronously pushing the asynchronous message from the web server to the web browser ~~in response to an incoming event~~ via the persistent connection, wherein the web browser is not blocked from receiving information from the web server while the web browser waits for the asynchronous message;

the asynchronous message corresponds to the incoming event,

and

the incoming event comprises a request to establish communication with a user;

the asynchronous message causes the web browser ~~presents to~~ present a user interface change, in response to the web browser receiving the asynchronous message_{[[;]]}, and

the incoming event is received by a communication server.

23. (Currently Amended) A computer program product comprising:
controlling instructions to control a user interface presented by a web browser,
comprising[[:]]
establishing instructions to cause a web server to establish a persistent
connection between the web browser and the web server,
wherein
the persistent connection is maintained for a period of time;
pushing instructions to cause a web server to push an asynchronous
message to the web browser in response to an incoming event,
wherein
the web browser waits for the asynchronous message and is
capable of concurrently performing other tasks;
the incoming event comprises a request to establish
communication with a user;
the web browser presents a user interface change in response
to the asynchronous message, and
the incoming event is received by a communication server;
providing instructions to cause the web browser to provide a wait request
to the web server via the persistent connection, wherein[[:]]
the causing results in the web browser being ready to accept an
asynchronous message from the web server,
the asynchronous message is asynchronously pushed from the
web server,
the providing the wait request allows the web browser to
perform a task other than awaiting receipt of the
asynchronous message, at least during the period of
time,
the wait request specifies a target process of a plurality of
processes,
the processes are configured to generate asynchronous messages,
the wait request is associated with the web browser, and
the wait request ~~enables the web server to~~ facilitates pushing the
asynchronous message from the web server to the web

browser via the persistent connection;

identifying instructions to identify a source of the asynchronous message,
 wherein
 the source of the asynchronous message is the target process; and
 associating instructions to associate the wait request with the source,
 wherein the associating identifies the web browser as a recipient of
 the asynchronous message;

pushing instructions to cause a web server to asynchronously push the
 asynchronous message from the web server to the web browser
 via the persistent connection, in response to an incoming event,
 wherein
 the asynchronous message corresponds to the incoming event,
 and
 the asynchronous message causes the web browser to present a
 user interface change, in response to the web browser
 receiving the asynchronous message,
 the incoming event comprises a request to establish
 communication with a user, and
 the incoming event is received by a communication server; and
 a non-transitory computer-readable storage medium for storing the controlling
 instructions, the pushing establishing instructions, the providing
 instructions, the identifying instructions, [[and]] the associating
 instructions, and the pushing instructions.

24. (Cancelled)

25. (Currently Amended) The computer program product of claim 23 further comprising:

request providing instructions to cause the web browser to provide a wait request
 to the web server, the wait request being associated with the web browser;
 generating instructions to generate the asynchronous message, the asynchronous
 message identifying the wait request, wherein the identifying identifies the
 web browser as a recipient of the asynchronous message; and

message providing instructions to provide the asynchronous message to the web server;

wherein the non-transitory computer-readable storage medium further stores the request providing instructions, the generating instructions, and the message providing instructions.

26. **(Currently Amended)** The computer program product of claim 25 further comprising:

storing instructions to store a reference to a callback function with information from the wait request; and

using instructions to use the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message;

wherein the non-transitory computer-readable storage medium further stores the storing instructions and the using instructions.

27. **(Currently Amended)** The computer program product of claim 26 further comprising:

context providing instructions to provide the callback function with context information, the context information identifying the web browser;

wherein the non-transitory computer-readable storage medium further stores the context providing instructions.

28. **(Currently Amended)** The computer program product of claim 25 further comprising:

assigning instructions to assign the wait request to a connection between the web server and a business process server; and

listening instructions to listen to the connection for the asynchronous message;

wherein the non-transitory computer-readable storage medium further stores the assigning instructions and the listening instructions.

29. **(Currently Amended)** The computer program product of claim 23 wherein the pushing instructions comprise:

calling instructions to call a callback function associated with the web

browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message; and the **non-transitory** computer-readable **storage** medium further stores the calling instructions.

30. **(Currently Amended)** The computer program product of claim 29 further comprising:

reference storing instructions to store a reference to the callback function; and
reference using instructions to use the reference for calling the callback function;
wherein the **non-transitory** computer-readable **storage** medium further stores the
reference storing instructions and the reference using instructions.

31. **(Currently Amended)** The computer program product of claim 30 further comprising:

context storing instructions to store a second reference to context information, the
context information identifying the web browser; and
context using instructions to use the second reference for providing the context
information to the callback function;
wherein the **non-transitory** computer-readable **storage** medium further stores the
context storing instructions and the context using instructions.

32. **(Currently Amended)** The computer program product of claim 23 further comprising:

user interface changing instructions configured to perform at least one of a group
consisting of the following:
cause a first user interface object to move to visually capture a user's
attention;
cause a second user interface object to issue a sound to capture the user's
attention;
present a screen pop of data; and
bring a web browser window to the front of a screen;
wherein the **non-transitory** computer-readable **storage** medium further stores the
user interface changing instructions.

33. (Currently Amended) A computer program product comprising:
controlling instructions to control a user interface presented by a web browser,
comprising[[:]]
establishing instructions to establish a persistent connection between
the web browser and a web server, wherein
the persistent connection is maintained for a period of time;
registering instructions to register the web browser as available to receive
an asynchronous message,~~wherein~~
~~the web browser waits for the asynchronous message and is~~
~~capable of concurrently performing other tasks; and~~
~~the web browser is not blocked waiting for the asynchronous~~
~~message;~~
~~pushing instructions to cause a web server to push the asynchronous~~
~~message to the web browser in response to an incoming event,~~
~~wherein~~
~~the incoming event comprises a request to establish~~
~~communication with a user;~~
~~the web browser presents a user interface change in response~~
~~to the asynchronous message, and~~
~~the incoming event is received by a communication server;~~
providing instructions to cause the web browser to provide a wait request
to the web server via the persistent connection, wherein[[:]]
the causing results in the web browser being ready to accept an
asynchronous message from the web server,
the asynchronous message is asynchronously pushed from the
web server,
the providing the wait request allows the web browser to
perform a task other than awaiting receipt of the
asynchronous message, at least during the period of
time,
the wait request specifies a target process of a plurality of
processes,
the processes are configured to generate asynchronous messages,

the wait request is associated with the web browser, and
the wait request ~~enables the web server to~~ facilitates pushing the
asynchronous message from the web server to the web
browser via the persistent connection;
identifying instructions to identify a source of the asynchronous message,
wherein
the source of the asynchronous message is the target process; and
associating instructions to associate the wait request with the source,
wherein the associating identifies the web browser as a recipient of
the asynchronous message;
pushing instructions to cause a web server to asynchronously push the
asynchronous message from the web server to the web browser
via the persistent connection, in response to an incoming event,
wherein
the asynchronous message corresponds to the incoming event,
and
the asynchronous message causes the web browser to present a
user interface change, in response to the web browser
receiving the asynchronous message,
the incoming event comprises a request to establish
communication with a user,
the incoming event is received by a communication server; and
a non-transitory computer-readable storage medium for storing the controlling
instructions, the establishing instructions, the registering instructions,
~~the pushing instructions~~, the providing instructions, the identifying
instructions, [[and]] the associating instructions, and the pushing
instructions.

34. (Currently Amended) A computer system comprising:
a processor;
a memory, the memory storing instructions for executing on the processor, the
instructions comprising:
controlling instructions to control a user interface presented by a web

browser, comprising[[:]]

establishing instructions to establish a persistent connection

between the web browser and a web server, wherein

the persistent connection is maintained for a period of

time;

pushing instructions to cause a web server to push an

asynchronous message to the web browser in response

to an incoming event, wherein

the incoming event comprises a request to establish

communication with a user,

the web browser waits for the asynchronous message

and is capable of concurrently performing other

tasks;

the web browser presents a user interface change in

response to the asynchronous message, and

the incoming event is received by a communication

server;

providing instructions to cause the web browser to provide a wait

request to the web server via the persistent connection,

wherein[[:]]

the causing results in the web browser being ready to

accept an asynchronous message from the web

server,

the asynchronous message is asynchronously pushed

from the web server,

the providing the wait request allows the web browser

to perform a task other than awaiting receipt of

the asynchronous message, at least during the

period of time,

the wait request specifies a target process of a plurality of

processes,

the processes are configured to generate asynchronous

messages,

the wait request is associated with the web browser, and
the wait request ~~enables the web server to facilitates~~
pushing the asynchronous message from the web
server to the web browser via the persistent
connection;

identifying instructions to identify a source of the asynchronous
message, wherein

the source of the asynchronous message is the target
process; and

associating instructions to associate the wait request with the
source, wherein the associating identifies the web browser
as a recipient of the asynchronous message; and

pushing instructions to cause a web server to asynchronously
push the asynchronous message from the web server to
the web browser via the persistent connection, in
response to an incoming event, wherein
the asynchronous message corresponds to the incoming
event, and

the asynchronous message causes the web browser to
present a user interface change, in response to
the web browser receiving the asynchronous
message,

the incoming event comprises a request to establish
communication with a user,

the incoming event is received by a communication
server.

35. (Cancelled)

36. (Original) The computer system of claim 34 wherein the instructions further comprise:
- request providing instructions to cause the web browser to provide a wait request to the web server, the wait request being associated with the web browser;
 - generating instructions to generate the asynchronous message, the asynchronous message identifying the wait request, wherein the identifying identifies the web browser as a recipient of the asynchronous message; and
 - message providing instructions to provide the asynchronous message to the web server.
37. (Original) The computer system of claim 36 wherein the instructions further comprise:
- storing instructions to store a reference to a callback function with information from the wait request; and
 - using instructions to use the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message.
38. (Original) The computer system of claim 37 wherein the instructions further comprise:
- context providing instructions to provide the callback function with context information, the context information identifying the web browser.
39. (Original) The computer system of claim 36 wherein the instructions further comprise:
- assigning instructions to assign the wait request to a connection between the web server and a business process server; and
 - listening instructions to listen to the connection for the asynchronous message.
40. (Original) The computer system of claim 34 wherein the pushing instructions comprise:
- calling instructions to call a callback function associated with the web browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message.

41. (Original) The computer system of claim 40 wherein the instructions further comprise:
- reference storing instructions to store a reference to the callback function; and
 - reference using instructions to use the reference for calling the callback function.
42. (Original) The computer system of claim 41 wherein the instructions further comprise:
- context storing instructions to store a second reference to context information, the context information identifying the web browser; and
 - context using instructions to use the second reference for providing the context information to the callback function.
43. (Previously Presented) The computer system of claim 34 wherein the instructions further comprise:
- user interface changing instructions configured to perform at least one of a group consisting of the following:
 - cause a first user interface object to move to visually capture a user's attention;
 - cause a second user interface object to issue a sound to capture the user's attention;
 - present a screen pop of data; and
 - bring a web browser window to the front of a screen.
44. (Currently Amended) A computer system comprising:
- a processor;
 - a memory, the memory storing instructions for executing on the processor, the instructions comprising:
 - controlling instructions to control a user interface presented by a web browser, comprising[[:]]
 - establishing instructions to establish a persistent connection between the web browser and a web server, wherein the persistent connection is maintained for a period of time;**
 - registering instructions to register the web browser as available to

receive an asynchronous message, wherein
the web browser waits for the asynchronous message and is
capable of concurrently performing other tasks, and
the web browser is not blocked waiting for the asynchronous
message;
pushing instructions to cause a web server to push the
asynchronous message to the web browser in response
to an incoming event, wherein
the incoming event comprises a request to establish
communication with a user;
the web browser presents a user interface change in
response to the asynchronous message, and
the incoming event is received by a communication
server.

providing instructions to cause the web browser to provide a wait
request to the web server via the persistent connection,
wherein[[,]]

the causing results in the web browser being ready to
accept an asynchronous message from the web
server,

the asynchronous message is asynchronously pushed
from the web server,

the providing the wait request allows the web browser
to perform a task other than awaiting receipt of
the asynchronous message, at least during the
period of time,

the wait request specifies a target process of a plurality of
processes,

the processes are configured to generate asynchronous
messages,

the wait request is associated with the web browser, and

the wait request **enables the web server to facilitates
pushing** the asynchronous message **from the web**

server to the web browser via the persistent connection;
 identifying instructions to identify a source of the asynchronous message, wherein
 the source of the asynchronous message is the target process; **[[and]]**
 associating instructions to associate the wait request with the source, wherein
 the associating identifies the web browser as a recipient of the asynchronous message; **and**
pushing instructions to cause a web server to asynchronously push the asynchronous message from the web server to the web browser via the persistent connection, in response to an incoming event, wherein the asynchronous message corresponds to the incoming event, and
the asynchronous message causes the web browser to present a user interface change, in response to the web browser receiving the asynchronous message,
the incoming event comprises a request to establish communication with a user,
the incoming event is received by a communication server.

45. (Currently Amended) A system comprising:
- a client computer comprising:
 - a web browser, wherein the web browser presents a user interface;
 - a web server computer coupled to the client computer, wherein the web server computer comprises
 - controlling means for controlling the user interface presented by the web browser,

establishing means for establishing a persistent connection
between the web browser and the web server, wherein
the persistent connection is maintained for a period of
time;

pushing means for causing a web server to push an
asynchronous message to the web browser in response
to an incoming event, wherein
the web browser waits for the asynchronous message
and is capable of concurrently performing other
tasks;
the incoming event comprises a request to establish
communication with a user;
the web browser presents a user interface change in
response to the asynchronous message, and
the incoming event is received by a communication
server;

identifying means for identifying a source of the asynchronous
message, wherein
the source of the asynchronous message is a target process
of a plurality of processes, and
the processes are configured to generate asynchronous
messages,

associating means for associating a wait request with the source,
wherein
the associating identifies the web browser as a recipient of
the asynchronous message, and

pushing means for causing the web server to asynchronously
push the asynchronous message from the web server to
the web browser via the persistent connection, in
response to an incoming event, wherein
the asynchronous message corresponds to the incoming
event, and
the asynchronous message causes the web browser to

present a user interface change, in response to
the web browser receiving the asynchronous
message,
the incoming event comprises a request to establish
communication with a user;
the incoming event is received by a communication
server,
 the client computer comprises
 providing means for causing the web browser to provide
 the wait request to the web server via the persistent
connection, wherein,
the causing results in the web browser being
ready to accept an asynchronous message
from the server,
the asynchronous message is asynchronously
pushed from the web server,
the providing the wait request allows the web
browser to perform a task other than
awaiting receipt of the asynchronous
message, at least during the period of
time,
 the wait request specifies the target process,
 the wait request is associated with the web browser,
 and
 the wait request ~~enables the web server to~~
facilitates pushing the asynchronous
 message from the web server to the web
 browser via the persistent connection;

46. (Cancelled)

47. (Currently Amended) The system of claim 45, the web server computer further comprising:

generating means for generating the asynchronous message, the asynchronous message identifying the wait request, wherein the identifying identifies the web browser as a recipient of the asynchronous message; and message providing means for providing the asynchronous message to the web server.

48. **(Currently Amended)** The system of claim 47, the web server computer further comprising:

storing means for storing a reference to a callback function with information from the wait request; and
using means for using the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message.

49. **(Previously Presented)** The system of claim 48, the client computer further comprising:

context providing means for providing the callback function with context information, the context information identifying the web browser.

50. **(Previously Presented)** The system of claim 47, the server computer further comprising:

assigning means for assigning the wait request to a connection between the web server and a business process server; and
listening means for listening to the connection for the asynchronous message.

51. **(Original)** The system of claim 45 wherein the pushing means comprise:
calling means for calling a callback function associated with the web browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message.

52. **(Currently Amended)** The system of claim 51, the web server computer further comprising:

reference storing means for storing a reference to the callback function; and
reference using means for using the reference for calling the callback function.

53. (Currently Amended) The system of claim 52, the web server computer further comprising:

context storing means for storing a second reference to context information, the
context information identifying the web browser; and
context using means for using the second reference for providing the context
information to the callback function.

54. (Previously Presented) The system of claim 45, the client computer further comprising:

user interface changing means configured to perform at least one of a group
consisting of the following:
cause a first user interface object to move to visually capture a user's
attention;
cause a second user interface object to issue a sound to capture the user's
attention;
present a screen pop of data; and
bring a web browser window to front of screen.

55. (Currently Amended) A system comprising:

a client computer comprising:

a web browser, wherein the web browser presents a user interface;

a web server computer coupled to the client computer, wherein the web server
computer comprises

controlling means for controlling a user interface presented by a web
browser,

establishing means for establishing a persistent connection between

the web browser and a web server, wherein

the persistent connection is maintained for a period of time;

registering means for registering the web browser as available to receive
an asynchronous message, **wherein**

~~the web browser waits for the asynchronous message and is~~

~~capable of concurrently performing other tasks, and~~

~~the web browser is not blocked waiting for the asynchronous~~

message, and;

pushing means for causing a web server to push the asynchronous message to the web browser in response to an incoming event, wherein the incoming event comprises a request to establish communication with a user; the web browser presents a user interface change in response to the asynchronous message, and the incoming event is received by a communication server,

identifying means for identifying a source of the asynchronous message, wherein the source of the asynchronous message is a target process of a plurality of processes, and the processes are configured to generate asynchronous messages, associating means for associating a wait request with the source, wherein the associating identifies the web browser as a recipient of the asynchronous message,

pushing means for asynchronously pushing the asynchronous message from the web server to the web browser via the persistent connection, in response to the web server receiving an incoming event, wherein the asynchronous message corresponds to the incoming event, and

the asynchronous message causes the web browser to present a user interface change, in response to the web browser receiving the asynchronous message, and

the client computer comprises

providing means for causing the web browser to provide the wait request to the web server **via the persistent connection**, wherein **the causing results in the web browser being ready to accept an asynchronous message from the web server,** **the asynchronous message is asynchronously pushed from the web server,**

the providing the wait request allows the web browser to perform a task other than awaiting receipt of the asynchronous message, at least during the period of time,

the wait request specifies the target process,

the wait request is associated with the web browser, and

the wait request ~~enables the web server to~~ facilitates pushing the asynchronous message from the web server to the web browser via the persistent connection.

56. (Cancelled)

57. (Cancelled)

58. (Currently Amended) A system comprising:

a controlling module to control a user interface presented by a web browser comprising:

~~a pushing module to cause a web server to push an asynchronous message to the web browser in response to an incoming event, wherein~~

~~the incoming event comprises a request to establish communication with a user;~~

~~the web browser presents a user interface change in response to the asynchronous message; and~~

~~the incoming event is received by a communication server;~~

an establishing module to establish a persistent connection between the web browser and a web server, wherein

the persistent connection is maintained for a period of time;

a request providing module to cause the web browser to provide a wait request to the web server via the persistent connection, wherein,

the causing results in the web browser being ready to accept an asynchronous message from the web server,

the asynchronous message is asynchronously pushed from the web server,

the providing the wait request allows the web browser to perform a task other than awaiting receipt of the asynchronous message, at least during the period of time,

the wait request specifies a target process of a plurality of processes,

the processes are configured to generate asynchronous messages, the wait request is associated with the web browser, and

the wait request ~~enables the web server to~~ facilitates pushing the asynchronous message from the web server to the web browser via the persistent connection;

an identifying module to identify a source of the asynchronous message wherein the source of the asynchronous message is the target process;
an associating module to associate the wait request with the source, wherein the associating identifies the web browser as a recipient of the asynchronous message;

a pushing module to asynchronously push the asynchronous message from the web server to the web browser via the persistent connection, in response to the web server receiving an incoming event, wherein the asynchronous message corresponds to the incoming event, and the asynchronous message causes the web browser to present a user interface change, in response to the web browser receiving the asynchronous message,

the incoming event comprises a request to establish communication with a user, and the incoming event is received by a communication server; and

a non-transitory computer-readable storage medium configured to store the controlling module, pushing establishing module, request providing module, identifying module, [[and]] associating module, and pushing module.

59. (Cancelled)

60. **(Currently Amended)** The system of claim 58 further comprising:
a generating module to generate the asynchronous message, the asynchronous message identifying the wait request, wherein the identifying identifies the web browser as a recipient of the asynchronous message; and
a message providing module to provide the asynchronous message to the web server, wherein
the non-transitory computer-readable storage medium is configured to store the generating module and message providing module.
61. **(Currently Amended)** The system of claim 60 further comprising:
a storing module to store a reference to a callback function with information from the wait request; and
a using module to use the reference to call the callback function when the asynchronous message is provided to the web server, wherein the callback function pushes the asynchronous message, wherein
the non-transitory computer-readable storage medium is configured to store the storing module and using module.
62. **(Currently Amended)** The system of claim 61 further comprising:
a context providing module to provide the callback function with context information, the context information identifying the web browser, wherein
the non-transitory computer readable storage medium is configured to store the context providing module.
63. **(Currently Amended)** The system of claim 60 further comprising:
an assigning module to assign the wait request to a connection between the web server and a business process server; and
a listening module to listen to the connection for the asynchronous message, wherein
the non-transitory computer readable storage medium is configured to store the assigning module and listening module.

64. **(Currently Amended)** The system of claim 58 wherein the pushing means comprise:
- a calling module to call a callback function associated with the web browser when the asynchronous message is received, wherein the callback function pushes the asynchronous message, wherein
 - the non-transitory computer readable storage medium is configured to store the calling module.
65. **(Currently Amended)** The system of claim 64 further comprising:
- a reference storing module to store a reference to the callback function; and
 - a reference using module to use the reference for calling the callback function, wherein
 - the non-transitory computer readable storage medium stores the reference storing module and the reference using module.
66. **(Currently Amended)** The system of claim 65 further comprising:
- a context storing module to store a second reference to context information, the context information identifying the web browser; and
 - a context using module to use the second reference for providing the context information to the callback function, wherein
 - the non-transitory computer readable storage medium stores the context storing module and the context using module.
67. **(Currently Amended)** The system of claim 58 further comprising:
- a user interface changing module configured to perform at least one of a group consisting of the following:
 - cause a first user interface object to move to visually capture a user's attention;
 - cause a second user interface object to issue a sound to capture the user's attention;
 - present a screen pop of data; and
 - bring a web browser window to front of screen, wherein
 - the non-transitory computer readable storage medium is configured to store the user interface changing module.

68. (Previously Presented) The method of claim 1 wherein the persistent connection comprises a hypertext transfer protocol (HTTP) connection between the web browser and the web server when a user logs in.
69. (Previously Presented) The method of claim 1 further comprising:
storing the wait request in memory;
removing the wait request from memory in response to pushing the asynchronous message.
70. (New) The method of claim 1, wherein the persistent connection is closed when the asynchronous message is asynchronously pushed to the web browser.
71. (New) The method of claim 1, wherein the persistent connection persistent after the asynchronous message is asynchronously pushed to the web browser.